

Conflict Resolution for Members - Considerations

The MSCCA is a community organization dedicated to creating a harmonious environment for all of its members. As such, the articles below provide that the board of directors has the power to discipline or terminate the membership of any party/parties as it sees fit in accordance with articles listed below.

- i) From time to time the Board of Directors may receive a complaint regarding policies, events, membership fees, members, or breach of contract.

The Board of Directors is committed to resolving all complaints brought to our attention in a manner that benefits all parties, the organization included, to the best extent and maintained the harmonious environment of the community

- i) All formal complaints should be emailed to the MSCCA'S official website for review with the name of the party voicing the concern, subject matter, and date of incident if applicable.
- ii) Once a complaint is filed, it will be brought up to the board of directors for review.
- iii) The Board will then have an internal discussion regarding the matter employing empathy for all parties while trying to find a solution that benefits all parties to a certain extent.

- iv) Once a solution is reached, a member of the board will contact the complainant(s) within a period of one 5 business days of the original email.
- v) If the complaint is against another Member, that member will be informed and will get a chance to plead their case in the same manner as the first complainant. A solution will be deliberated on and emailed to both parties within 5 business days of the last response.
- vi) If the member(s) is found to be in clear violation of MSCCA values, code of conduct or ethics unanimously by the Board of Directors, their membership will be terminated and a formal letter of termination will be sent via email.
- vii) A member has the chance to appeal any decision made by the Board concerning them. An in-person meeting can be set up by the end of which the Board must unanimously reach a decision to either uphold the original ruling or change it.

If the issue is not resolved consider consulting with a provincial or federal body/ hire or have both parties agree to an arbitrator or mediator/contact legal advisors for legal advice